

# EXHIBIT B

## Part II



01/17/2007

LMARASCO

**Transaction**

Ref No.: 9601118 Contact Type:Complaint Source: Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICC Ref # I0609100531147651:I have never done business with this company, I noticed in my bank statements that withdrawals have occurred a number of times, so I had my bank file a fraud report. Upon further research I found that it has happened to many other people as well. They take small amounts like \$10 and hope that they will just slide by unnoticed, I guess. I can imagine if they do this to thousands of people, they are really striking it big!! Please make them liable for their actions! (b)(6)

Created By:

IFCC

Created Date: 09/10/06

Updated By:

Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid:

20.00

Payment Method: Not Reported

Agency Contact: External Agency

Complaint Date: 09/10/06

**Initial Response:**

Product/Service: Other (Note in Comments)

**Statute/Rule:****Law Violation:****Consumer**

Complaining Company/Org.:

Last name:

(b)(6)

First: (b)(6)

Address:

(b)(6)

City:

HONOLULU

State: HI Zip:

Country:

UNITED STATES

Work phone

() (b)(6)

Ext:

Fax Number:

()

Home Number:

(b)(6)

Email:

Age Range:



01/17/2007

LMARASCO

**Company**

Company: Webloyalty INC Reservation Rewards

Address: 101 Merritt 7 7th Floor

City: NORWALK

State: CT Zip: 06850

Country: UNITED STATES

Email:

URL:

Phone: (800) 7327031 Ext:

**Company Representative**

Rep Name: D'Agostino, Vincent D'Agostino Title:

**Associated Company**



01/17/2007

LMARASCO

**Transaction**

Ref No.: 9590359 Contact Type:Complaint Source: Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICCC Ref # I0609011434216762:1/27 purchased dvd.On 2/27 charges from WLI\*ShopperDiscount began. In mid July I noticed the \$9 charge for the first time and phoned and asked that all charges be reversed as I had never signed on nor agreed to their services. The website I ordered from had a popup at the end of the transaction asking if I wanted to save \$10. So I read but by clicking to 'next page' WLI electronically gained access to my information. There are tens of thousands of complaints concerning this firm which is the offspring of a company once named CUC which engaged in stock fraud and was fined over \$300 million by the SEC. Cendant purchased this company and lost \$15 billion. Half of Webloyalty's (parent of WLI) management team were employed with CUC so apparently they have learned to cheat without repercussions. I disputed every charge against my VISA card only to have them reversed because "I waited too long. They sent me emails, etc.." So if a bank teller embezzles a hundred bucks a month and it isn't caught within 30 days the auditor goes to jail? I asked them to produce any document with my signature on it. It hasn't happened but yet even after cancelling my card and getting a new one issued a charge is already attached. How can this happen if it isn't electronic theft? I know a little about electronics as I worked for the Intel Corp but it's beyond me as to how this is done unless there is someone helping them. Webloyalty is another incarnation of a slick thieving corporation. Their own website crowns how they have "grown" 25000% over five years. 25 thousand per cent in five years and given an award for one of the Fast 500 in CT. Here are just two storie

Created By:

IFCC

Created Date: 09/01/06

Updated By:

Updated Date:

Org Name:

Internet Fraud Complaint Center

Amt Requested:

Amt Paid:

63.00

Payment Method: Not Reported

Agency Contact: External Agency

Complaint Date: 09/01/06

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:



01/17/2007

LMARASCO

Law Violation:

**Consumer**

Complaining  
Company/Org.:

(b)(6)

Last name:

(b)(6)  
First:

Address:

City: TURLOCK

State: CA Zip:

Country: UNITED STATES

(b)(6)

Work phone () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range:

**Company**

Company: webloyalty.com

Address: P.O. Box 855

City: SHELTON

State: CT Zip: 06484

Country: UNITED STATES

Email:

URL:

Phone: () Ext:

**Company Representative**

**Associated Company**



01/17/2007

LMARASCO

**Transaction**

Ref No.: 9589586 Contact Type:Complaint Source: Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICCC Ref # I0608311137274521:Charges of \$9.00 a month have appeared on my credit card statement since the first of the year. I had no contact with these people at all and have no idea where these people acquired my information. It was small and I have had eye surgery and had overlooked these charges. Please file fraud charges against: President Vincent R. D'Agostino, 45 Turkey Hill Road, South, Westport, CT 06880 CEO Richard J. Fernandes, 129 Quarter Horse Lane, Fairfield, CT 06430, Dir. Stephen L. Green, 10 Chalmers Landing, Westport, CT 06880.

Created By: IFCC Created Date: 08/31/06  
 Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: 72.00 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 08/31/06

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:

Law Violation:

**Consumer**

Complaining

Company/Org.:

Last name:

(b)(6)

(b)(6)

Address:

First:

City:

DALLAS

State: TX Zip:

(b)(6)

Country:

UNITED STATES

Work phone

() Ext:

Fax Number:

()

Home Number:

(b)(6)

Email:

Age Range:



01/17/2007

LMARASCO

**Company**

Company: Webloyalty INC Reservation Rewards Bus. ID 0612948  
Address: 101 Merritt 7  
Floor 7  
City: NORWALK State: CT Zip: 06851  
Country: UNITED STATES  
Email: URL:  
Phone: (800) 7327031 Ext:

**Company Representative**

Rep Name: D'Agostino, Vincent Title:

**Associated Company**



01/17/2007

LMARASCO

**Transaction**

Ref No.: 9571908 Contact Type:Complaint Source: Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFB.I.GOV. ICC Ref # I0608010001547041:While visiting a web site to purchase movie tickets was asked to take survey I completed survey and was informed that I would save on my next purchase and which time I cancelled the offer but have been charged there membership fee for approx5 months now. I have tried to cancel my membership but have been hung up on. I tried the automated cancelation they offer but that only takes you to customer service rep aw which time I was hung up on. Trying same thing after hours also does not work it take information then say looking up your info but then states transferring you to customer service rep.

Created By: IFCC Created Date: 08/01/06  
 Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: 50.00 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 08/01/06

**Initial Response:**

Product/Service: Other (Note in Comments)

Statute/Rule:

Law Violation:

**Consumer**

Complaining

Company/Org.:

Last name:

(b)(6)

(b)(6)

Address:

City:

CHESAPEAKE

State: VA Zip:

(b)(6)

Country:

UNITED STATES

Work phone

() Ext:

Fax Number:

(b)(6)

Home Number:

Email:

Age Range:

(b)(6)



01/17/2007

LMARASCO

**Company**

Company: Webloyalty INC Reservation Rewards

Address: 45 Turkey Hill Road

City: SOUTH WESTPORT

State: CT Zip: 06880

Country: UNITED STATES

Email:

URL:

Phone: ()

Ext:

**Company Representative**

Rep Name: D'Agostino, Vincent

Title:

**Associated Company**



01/17/2007

LMARASCO

**Transaction**

Ref No.: 9657796 Contact Type:Complaint Source: Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICC Ref # I0607302021042041:Based on a Seattle Times newspaper article [http://seattletimes.nwsource.com/html/makeitcount/2003005932\\_keeplyourmoney21.html](http://seattletimes.nwsource.com/html/makeitcount/2003005932_keeplyourmoney21.html), we discovered that this company has been scamming us since well before Feb 2002 My spouse and I believed the \$7.00 and \$72.00 charges on our credit card from various WLI\* companies belonged to the other person. We NEVER sign up for any of these sorts of ridiculous on-line services, and have cancelled many pop-ups using the " [X] " in the upper right corner of the POP-UP, although the newspaper article explains that even using the " [X] " to cancel the POP-UP is the same as clicking " [YES] ". Furthermore, We my spouse and I have done online business with many of the companies listed at <http://www.cheap56k.com/forums/archive/index.php/t-19269.html> for which we have also had to cancel pop-ups. We had NO IDEA that companies like these, would associate themselves with scammers like " Reservation Rewards " (WLI\* parent company). We have since cancelled the credit card (that we have had for 10 years), and had a new one issued, and we have the MBNA CC company working a fraud case against this Reservation Rewards WLI\* company. Needless to say, I am absolutely furious with these kinds of companies and hope that they are shut down, or are forced to pay hefty penalties for this fraudulent business practice. I contacted the Connecticut Better Business Bureau and filed a complaint. I received a letter from Webloyalty, that attempted to claim that we accepted their POP web offers, which is FALSE (again, please refer to the Seattle Times Newspaper article). I have crafted a response packet to send back to the

Created By:

IFCC

Created Date: 07/30/06

Updated By:

Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid:

736.00

Payment Method: Not Reported

Agency Contact: External Agency

Complaint Date: 07/30/06

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:



01/17/2007

LMARASCO

Law Violation:

**Consumer**

Complaining  
Company/Org.:

Last name:

(b)(6)

First: (b)(6)

Address:

(b)(6)

City: NEWCASTLE

State: WA Zip:

Country: UNITED STATES

(b)(6)

Work phone () Ext:

Fax Number: (1)

(b)(6)

Home Number:

Email:

Age Range:

**Company**

Company: webloyalty.com

Address: 101 Merritt 7

City: NORWALK

State: CT Zip: 06851

Country: UNITED STATES

Email:

URL:

Phone: (203) 9295668 Ext:

**Company Representative**

**Associated Company**



01/17/2007

LMARASCO

**Transaction**

Ref No.: 9652970 Contact Type:Complaint Source: Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICC Ref # I0607211110229541:In June, I ordered 2 posters from the website allposters.com, apparently during the purchasing process, an offer popped up claiming that I could receive 20% of my next purchase just by entering my email address. I did so and entered my email address. Today, July 21st, looking at my bank account I noticed that I was being charged \$10 by "WLI\*RESERVATIONR". I googled this information and found out that many people are being charged monthly for a membership they never signed up for and somehow their credit card information had been taken and charged to. Many other companies allow this advertisement to pop up during purchases but no where does it say that the company you are actually purchasing from is allowing your credit card information to be directly sent to this advertisement company that is going to charge you \$10 a month for a membership. I contacted the Webloyalty INC customer service and was told that I voluntarily put in my email address to receive 20% off, and that meant that all my credit card information was directly sent to this company. I asked when I was told this during my purchase and the customer service employee told me that it was in the fine print. But the problem I have is that on the allposters.com website, who I also contacted about this, said it was just an advertisement that they are not affiliated with. I asked the customer service employee of allposters.com if she knew that this advertisement company, just by entering your email address, that the advertisement company is basically reaching into the allposters.com database, extracting the personal information that allposters.com GUARANTEES and I quote directly from the

Created By:

IFCC

Created Date: 07/21/06

Updated By:

Updated Date:

Org Name:

Internet Fraud Complaint Center

Amt Requested:

Amt Paid:

10.00

Payment Method: Not Reported

Agency Contact: External Agency

Complaint Date: 07/21/06

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:



01/17/2007

LMARASCO

Law Violation:

**Consumer**

Complaining  
Company/Org.:

Last name:

Address:

City: SPRINGFIELD

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range:

(b)(6)  
First:

State: VA Zip: (b)(6)

**Company**

Company: Webloyalty INC Reservation Rewards

Address: 101 Merritt 7 Floor

City: NORWALK

State: CT Zip: 06851

Country: UNITED STATES

Email:

URL:

Phone: () Ext:

**Company Representative**

**Associated Company**



01/17/2007

LMARASCO

**Transaction**

Ref No.: 8666069 Contact Type: Request for Source: Consumer TCS? N  
 Comments: Information  
 (Product Name: "phishing" of my credit card information )  
 Created By: BSTURM Created Date: 07/20/06  
 Updated By: Updated Date:  
 Org Name: PUBLIC USERS - CIS  
 Amt Requested:  
 Amt Paid: 54.00 Payment Method: Bank Account Debit  
 Agency Contact: Internet Complaint Date: 07/18/06  
 Initial Contact: Unknown Transaction Date:  
 Transaction Date:

**Initial Response:**

Product/Service: Other (Note in Comments)

**Statute/Rule:****Law Violation:****Consumer**

Complaining Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City:

Columbus

State: GA Zip:

(b)(6)

Country:

UNITED STATES

Work phone

(b)(6)

Fax Number:

Home Number:

Email:

Age Range: 40 - 49



01/17/2007

LMARASCO

**Company**

Company: Webloyalty.com DBA WLI Shoppers Discounts Rewards

Address: 101 Merritt 7, Seventh Floor

City: Norwalk

State: CT Zip: 06851

Country: UNITED STATES

Email: see above

URL:www.webloyalty.com

Phone: (203) 846-3300 Ext:

**Company Representative**

**Associated Company**



01/17/2007

LMARASCO

**Transaction**

Ref No.: 8499854 Contact Type:Complaint Source: Consumer TCS? Y

Comments: (Product Name: Unauthorized Charge on Credit Card) While making a purchase for movie tickets online, [www.webloyalty.com](http://www.webloyalty.com) somehow got my information and charged me \$10 monthly for a membership that I was completely unaware of. I am unaware why this company was able to get my information, this was a charge that was completely unauthorized.

More information and complaints about this company can be found at [http://adam.rosikessel.org/weblog/the\\_man/webloyalty\\_aka\\_wli\\_reservations\\_is\\_a\\_scam.html](http://adam.rosikessel.org/weblog/the_man/webloyalty_aka_wli_reservations_is_a_scam.html)

Thanks for your help.

(b)(6)

Created By: NSHOUSE Created Date: 06/27/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 10.00

Amt Paid: 10.00 Payment Method: Visa Credit Card

Agency Contact: Internet Complaint Date: 06/23/06

Initial Contact: Unknown Transaction Date: 06/23/06

**Initial Response:**

Product/Service: Buyers Clubs (not travel or lottery)

Statute/Rule: FTC Act Sec 5 (BCP)



01/17/2007

LMARASCO

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining  
Company/Org.:

Last name:

(b)(6)

(b)(6)  
First:

Address:

State: CO Zip: (b)(6)

City: Westminster

Country: UNITED STATES

Work phone

(b)(6)

Fax Number:

Home Number:

Email:

Age Range: 20 - 29

**Company**

Company: Webloyalty.com, Inc.

Address: 101 Merritt Seven, 7th Floor

(Corporate Offices)

City: Norwalk

State: CT Zip: 06851

Country: UNITED STATES

Email: customerservice@webloyalty.com URL: <http://www.webloyalty.com/>

Phone: (203) 8463300 Ext:

**Company Representative**

**Associated Company**



01/17/2007

LMARASCO

**Transaction**

Ref No.: 8471917 Contact Type:Complaint Source: Consumer TCS? Y

Comments: (Product Name: Reservation Rewards) This company Reservation Rewards, has a "pop up" window that appears on MovieTickets.com after you have made a legitimate purchase of movie tickets from MovieTickets.com. It (Reservation Rewards) pops up and offers you future savings, free tickets, etc., if you sign up for a membership. I did not sign up for a membership yet somehow they got my debit card information and made a pending charge of \$10.00 to my account. When I called them to inquire about how they got my debit card information, they claimed I signed up for a membership. I did not. They then claimed that someone else with access to my information must have signed up for me. This did not happen as there is no one that I'm aware of that has this access or information. I cancelled the membership and they promised to reverse the charge but I still want to file a complaint because I believe it is a scam and I believe they are using people's credit/debit card information without permission.

Created By: BSTURM Created Date: 06/22/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 10.00

Amt Paid: .00 Payment Method: Bank Account Debit

Agency Contact: Internet Complaint Date: 06/21/06

Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)



01/17/2007

LMARASCO

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining  
Company/Org.:

Last name: (b)(6)

Address:

City: HOLLYWOOD

Country: UNITED STATES

Work phone (b)(6)

Fax Number:

Home Number:

Email:

Age Range: 40 - 49

First: (b)(6)

State: CA Zip: (b)(6)

**Company**

Company: Webloyalty.com, Inc.

Address: P.O. Box 855

City: Shelton

State: CT Zip: 06484

Country: UNITED STATES

Email: customerservice@reservationrewards.com URL: http://www.reservationrewards.com/default.asp

Phone: (800) 7327031 Ext:

**Company Representative**

**Associated Company**



01/17/2007

LMARASCO

**Transaction**

Ref No.: 9749763 Contact Type:Complaint Source: Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICCC Ref # I0606201107324611:On February 27, 2006 I purchased movie tickets from movietickets.com. During this transaction, a window opened that gave the appearance of being a \$10 rebate offer (either directly from movietickets.com or through some affiliate). As I recall, it asked only for my email address, which I no doubt provided without much concern. As a fairly experienced Web-shopper, I expected the outcome to be email specifying steps I'd have to take to claim this "rebate" (and probably more spam). I gave it no further thought. Beginning on March 12, a \$10 charge to "WLI\*SHOPPERDISCOUNT 800-889-8776 CT" appeared on our credit card statement (on the 12th of each month). My wife normally pays the credit card bill, so this didn't come to my attention until the second week of June, when I started using Chase Online to update our records in Quicken. On June 16, I called WLI and asked for an explanation of these charges. I requested that they be stopped, and also for a refund of the \$40 WLI had taken to date (my argument for a full refund was that I could hardly "take advantage of all the money-saving benefits" of a "membership"; I didn't even know I HAD!). The WLI representative agreed that that since I was "unaware that I had agreed" (now, THERE'S an interesting legal concept) to their terms, they would "make an exception in my case" and refund the entire \$40. On June 19, I received email from Joni Miller-Greene at WLI, stating that at WLI they "try to make all of our communications and marketing material as clear as possible" and explaining that by entering my email address TWICE, I had provided an

Created By: IFCC Created Date: 06/20/06

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: 40.00 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 06/20/06

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:



01/17/2007

LMARASCO

Law Violation:

**Consumer**Complaining  
Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address: (b)(6)

City: HUDSON

State: WI Zip:

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: (b)(6)

Email: (b)(6)

Age Range:

**Company**

Company: WebLoyalty Inc. aka WLI

Address: 6 Corporate Drive

City: SHELTON

State: CT Zip: 06484

Country: UNITED STATES

Email:

URL:

Phone: (203) 9295668 Ext:

**Company Representative**

Rep Name: Miller-Greene, Joni

Title:

**Associated Company**



01/17/2007

LMARASCO

**Transaction**

Ref No.: 8431760 Contact Type:Complaint Source: Consumer TCS? Y

Comments: (Product Name: Fraudulent credit card charges - never heard of this company) I purchased an item from AbsoluteHome.com on 3-7-06. On the following dates: 4-9-06, 5-8-06, 6-6-06, I incurred a credit card charge from WLI ShopperDiscounts which I had never signed up for nor ever even heard of. I called this company at 800-889-8776 and they told me they had self initiated charging my credit card beginning with my AbsoluteHome.com purchase. They finally refunded my money but who will stop them from continuing this illegal practice. PLEASE SOMEONE STOP THEM.

Created By: RBROWN1 Created Date: 06/15/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 27.00

Amt Paid: 27.00 Payment Method: Visa Credit Card

Agency Contact: Internet Complaint Date: 06/13/06

Initial Contact: Unknown Transaction Date:

**Initial Response:**

Product/Service: Internet Information &amp; Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

State: OK Zip:

(b)(6)

City: Oklahoma City

Country: UNITED STATES

Work phone

(b)(6)

Fax Number:

Home Number:

Email:

Age Range: 40 - 49



01/17/2007

LMARASCO

**Company**

Company: WebLoyalty.com aka "WLI Shopper Discounts & Rewards"

Address: webloyalty.com , Norw

101 Merritt 7

City: Norwalk

State: CT Zip: 06851

Country: UNITED STATES

Email: privacy@webloyalty.com

URL:<http://home.shopperdiscountsandrewards.com/>

Phone: (203) 846-3300 Ext:

**Company Representative**

**Associated Company**



01/17/2007

LMARASCO

**Transaction**

Ref No.: 9746384 Contact Type:Complaint Source: Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICCC Ref # I0606141422209561:These charges were added to my credit card: WLI\*RESERVATIONREWARDS.CO800-732-7031 CT \$11.00 for at least two months. I have never authorized them, nor given my credit card number (VISA). I researched the company on the internet and found out that they routinely engage in adding charges to credit cards. It is NOT a mistake.

Created By: IFCC Updated By: Created Date: 06/14/06  
Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: 20.00 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 06/14/06

**Initial Response:**

Product/Service: Other (Note in Comments)

**Statute/Rule:****Law Violation:****Consumer****Complaining****Company/Org.:**

Last name:

(b)(6)

First:

(b)(6)

Address:

City: HAMILTON

State: NR Zip: L8S4E1

Country: LOCATION NOT REPORTED

Work phone () Ext:

Fax Number: ()

Home Number: (905) 5401115

Email: kolasa@mcmaster.ca

Age Range:



01/17/2007

LMARASCO

**Company**

Company: Webloyalty INC Reservation Rewards

Address: 101 Merritt Floor

7

City: NORWALK

State: CT Zip: 06851

Country: UNITED STATES

Email:

URL:

Phone: (800) 7327031 Ext:

**Company Representative**

**Associated Company**



01/17/2007

LMARASCO

**Transaction**

Ref No.: 8648086 Contact Type:Complaint Source: Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICCC Ref # I0605222127138531:I used Movietickets.com to purchase a movie ticket. Shortly after, on the 26th of each month between 4am and 5am WLI\*RESERVATIONREWARDS.CO has been charging me \$9 each month. Movietickets.com is a client of webloyalty.com which is the specific branch of reservationrewards.com that has been stealing from me. From July '05 - April '06 I have been getting charged by this website for no reason. As of May 22, '06 I have blocked the ATM card that was used for the charges, and ordered a new one. I have not received my May '06 bank statement, so I have no idea if I've been charged for this month.

Created By: IFCC Created Date: 05/22/06  
 Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: 99.00 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 05/22/06

**Initial Response:**

Product/Service: Other (Note in Comments)

Statute/Rule:

Law Violation:

**Consumer**

Complaining Company/Org.:

Last name:

(b)(6)

First: (b)(6)

Address:

State: CA Zip:

(b)(6)

City:

LOS ANGELES

Country:

UNITED STATES

Work phone

() Ext:

Fax Number:

(1)

Home Number:

(b)(6)

Email:

(b)(6)

Age Range:



01/17/2007

LMARASCO

**Company**

Company: [webloyalty.com](http://webloyalty.com)

Address: 45 Turkey Hill Road

City: SOUTH WESTPORT

State: CT Zip: 06880

Country: UNITED STATES

Email:

URL:

Phone: ()

Ext:

**Company Representative**

Rep Name: D'agostino, Vincent

Title:

**Associated Company**



01/17/2007

LMARASCO

**Transaction**

Ref No.: 8218505 Contact Type:Complaint Source: Consumer TCS? Y

Comments: (Product Name: Hidden Membership in hotels.com transaction ) I went to the website hotels.com to make hotel reservations for a family funeral. It appears that you automatically "agree" to membership in agreeing to abide by the policies of hotels.com's free service. I then found several monthly \$10.00 charges for "membership" in "reservation rewards". The site is not forthright in informing the user that the transaction creates the perpetual fee. They have purposely made the information obscure to the user knowing that we are unlikely to make several clicks away from the hotels.com page (trying to get hotel rooms) to get to the webloyalty.com page of their corporate site to read the "fine print". There is no statement on the site that say's you are signing up for a service or that there will be a monthly charge. The site is flashy with lots of information and "camouflage" to hide the fact of the fee deceiving user in order to steal the fee. I gave them my credit card number for a hotel reservation, not a club membership. unauthorized charges

Created By: NSHOUSE Created Date: 05/16/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: .00

Amt Paid: 40.00 Payment Method: Visa Credit Card

Agency Contact: Internet Complaint Date: 05/15/06

Initial Contact: Internet Web Site Transaction Date:

**Initial Response:**

Product/Service: Internet Information &amp; Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)



01/17/2007

LMARASCO

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining

Company/Org.: (b)(6)

Last name:

Address:

First: (b)(6)

City:

Marietta

State: GA Zip: (b)(6)

Country:

UNITED STATES

Work phone

(b)(6)

Fax Number:

Home Number:

Email:

Age Range: 50 - 59

**Company**

Company: webloyalty.com

Address: 101 Merrit 7

Seventh Floor

City: Norwalk

State: CT Zip:

Country: UNITED STATES

Email: customerservice@reservationrewards.com URL:webloyalty.com dba hotels.com

Phone: () Ext:

**Company Representative**

**Associated Company**



01/17/2007

LMARASCO

**Transaction**

Ref No.: 8637633 Contact Type:Complaint Source: Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICCC Ref # I0605150916557971:I never heard of this company. I called regarding the charge on my bill and they hung up on me. I then researched the company on the Internet and found that this company makes it's money through fraud and I what the charge removed and the company to totally remove all my information from their database. I have just submitted a charge dispute to my credit card company. Hopefully they will take care of the charge. But, after researching this company, I feel they are ripping off thousands of consumers and should be held accountable for this deception. Thank You

Created By: IFCC Created Date: 05/15/06

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: 10.00 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 05/15/06

**Initial Response:**

Product/Service: Other (Note in Comments)

**Statute/Rule:****Law Violation:****Consumer**

## Complaining

## Company/Org.:

Last name:

(b)(6)

(b)(6)

Address:

City: MONTGOMERY

State: PA Zip:

Country: UNITED STATES

Work phone () Ext:

(b)(6)

Fax Number: (b)(6)

Home Number:

Email:

Age Range:



01/17/2007

LMARASCO

**Company**

Company: Webloyalty INC Reservation Rewards

Address: 101 Merritt 7 Floor 7

City: NORWALK

State: CT Zip: 06851

Country: UNITED STATES

Email:

URL:

Phone: (800) 7327031 Ext:

**Company Representative**

Rep Name: D'Agostino, Vincent

Title:

**Associated Company**